

### **Overview of Monthly Activity**

*The Bureau received 135 (90 were received electronically) complaints during the month of November 2015.*

*122 (71 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*3 were closed due to lack of Bureau jurisdiction*

*28 were dismissed for no violation*

*10 were referred back to the DOC*

*81 complaints were investigated*

*3 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)*

*26 (21 electronic) complaints were substantiated (see below)*

*55 were unsubstantiated due to no violation of policy and/or procedure existing*

*39 complaints remain open (5 from October and 34 from November)*

*The Bureau also corresponded with another 112 offenders who submitted complaints electronically*

### **Substantiated Complaints & Recommendations to IDOC for Resolution**

#### **1. Correctional Industrial Facility**

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complained that he had been trying to get a property box, but had been unsuccessful.
<b>Basis for Claim</b>	02-01-101
<b>Investigative Summary</b>	The Bureau contacted Delana Ritchie, Assistant Superintendent of Re-entry at the facility.
<b>Outcome</b>	The offender was given a property box.

**Follow-up** No follow-up necessary as the offender has been issued the property box.

**2. Heritage Trail Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** Offender complained that he was having symptoms and needed to be seen by mental health to get medication.

**Basis for Claim** HCSD 4.03 Mental Health Services

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen and evaluated by mental health.

**Follow-up** No follow-up is necessary as the offender has been seen by mental health.

**3. Indiana State Prison**

**Complaint Type** Officer Misbehavior

**Complaint Summary** The offender complained that he was forced to be in a cell for 72 hours without showering.

**Basis for Claim** 02-01-111 Adult Administrative Restrictive Status Housing

**Investigative Summary** The Bureau contacted Vince Morton, Administrative Assistant at ISP.

**Outcome** The log books indicate times for showers, but could not verify that the offender actually had a shower during this timeframe. Proper documenting procedures were reviewed with Lieutenants by the Custody Supervisor.

**Follow-up** No follow-up necessary, as the facility has addressed the issues.

#### 4. Madison Correctional Facility

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that she had seen the doctor and was diagnosed with having Bell's Palsy, but had not received the medications that the doctor prescribed.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was given the recommended prescriptions.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the medicine.

#### 5. New Castle Correctional Facility

<b>Complaint Type</b>	Classification - Time Cut
<b>Complaint Summary</b>	The offender complained that he had not received his time cut for completing Grace College.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted John Nally, Director of Education for IDOC.
<b>Outcome</b>	The offender was credited the time cut.
<b>Follow- up</b>	No follow-up necessary as the offender's outdate has been updated to reflect the credit time.

#### 6. New Castle Correctional Facility

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	Offender complains that he's been treated numerous times for a rash. He was first seen and the antibiotics prescribed were not effective. He was seen again and treated for scabies. He was seen again and given antibacterial wash. He says that he's not been seen by a doctor.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care

<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility reviewed its referral procedures. It is currently experiencing a back up of provider visits.
<b>Outcome</b>	The facility treated the offender and devised a plan to catch up provider visits.
<b>Follow-up</b>	No follow-up necessary, as the offender has received care. Follow up to ensure plan to bring provider visits current is executed.

#### **7. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he is not receiving his seizure medication.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	Medication procedures were further reviewed by the facility and the offender received the medication on the same day that they complaint was received.
<b>Follow-up</b>	No follow-up necessary, as the offender has now received his medication.

#### **9. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is not receiving Neurontin that he needs.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The medication renewal process at the facility was further reviewed and the offender's prescription was approved the same day.

**Follow-up** No follow up necessary as the offender has received the medication.

**10. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender says that he is in need of medical care for a lump that has formed on the back of his neck and two others under his arm.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was seen the very same day and the lump on the neck was removed. He was given further antibiotics and received follow up.

**Follow-up** No follow-up necessary as the offender has been seen and treated.

**11. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he was not getting his breathing treatments at consistent times.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** Treatment times were removed and adjusted.

**Follow-up** No follow-up is necessary as treatment times have been changed.

**12. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he had not received his annual health screening.

**Basis for Claim** HCSD 2.06 Annual Screening

<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen. The facility has devised a plan to catch up the backlog in annual health screenings.
<b>Follow-up</b>	Follow – up to ensure facility backlog of annual health screenings is cleared.

### **13. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he is out of medication and has not been seen by medical.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	Offender had not been seen since being transferred to the facility. He was seen and medication was ordered and given to him the same day.
<b>Follow-up</b>	No follow-up is necessary as the offender has been seen and has his medication.

### **14. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that his knee is in constant pain due to needing knee replacement surgery that he cannot get until his release date in January 2016. He is asking for relief until then.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen and his pain was assessed and treated.
<b>Follow-up</b>	No follow-up is necessary as the offender has received the care needed.

**15. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender's family member complained that the offender had not received appropriate follow up care from having surgery performed on his leg.
<b>Basis for Claim</b>	HCSD 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	No follow-up had been scheduled. The facility reviewed its procedures to prevent future occurrences. The offender was seen and treated the same day and received follow-up care.
<b>Follow-up</b>	No follow-up is necessary as improvements were made in the process and the offender has been treated.

**16. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that his defibrillator needs to be checked.
<b>Basis for Claim</b>	HCSD 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The doctor reviewed his treatment plan and the appointment to check the defibrillator was moved up.
<b>Follow-up</b>	No follow-up is necessary as the offender has received the care needed.

**17. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he had received an injection of psychotropic medication that he tried to refuse, but was told that he could not.

<b>Basis for Claim</b>	HCSD 4.08 Emergency Involuntary Psychotropic Medications
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was given a one-time emergency injection.
<b>Follow-up</b>	No follow-up is necessary as matter was reviewed appropriately.

#### **18. Plainfield Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he is on a renal diet and is supposed to receive limited amounts of peanut butter on the diet, but is concerned that he is receiving more than he should because they are getting it every day.
<b>Basis for Claim</b>	04-01-301 The Development and Delivery of Food Services
<b>Investigative Summary</b>	The Bureau contacted John Schilling, Director of Contract Compliance
<b>Outcome</b>	The Renal Diet menu and pattern of service were reviewed. The diet was not being rotated according to the menu. Adjustments were made and appropriate amounts are now being served.
<b>Follow-up</b>	Follow-up in 30 days to ensure diet is being served properly.

#### **19. Plainfield Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he had been complaining for four days that he needed to be seen by medical for his foot that he injured at recreation.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen and treated.

**Follow-up** No follow-up is necessary as the offender has received the care needed.

#### 20. Plainfield Correctional Facility

**Complaint Type** Security

**Complaint Summary** The offender complained that he had just had shoulder surgery and missed his follow-up appointment due to not being able to put his arm in the position needed for trip gear.

**Basis for Claim** 02-03-110 Adult Offender Transportation (Restricted)

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** Procedures for orders were reviewed. Offender was given new orders for the rescheduled appointment that were more detailed.

**Follow-up** No follow-up is necessary as the issue has been appropriately reviewed and addressed.

#### 21. Putnamville Correctional Facility

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he has not been able to get treatment for skin cancer.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.

**Outcome** The offender was appropriately evaluated and treated.

**Follow-up** No follow-up is necessary as the offender has received the care needed.

#### 22. Putnamville Correctional Facility

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he has a clotting disorder for which he is not receiving appropriate care.

<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was evaluated and it was determined that he could receive better care in an infirmary environment, thus he was transferred.
<b>Follow-up</b>	No follow-up is necessary as the offender is now located in an infirmary.

### 23. Putnamville Correctional Facility

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he is not receiving appropriate care for psoriasis.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The facility medical staff reviewed the offender's needs. His prescription ran out in August and he did not receive any more until November. The facility reviewed its procedures to prevent any future occurrences.
<b>Follow-up</b>	No follow-up necessary as the offender has received the care needed and the facility has improved its procedures.

### 24. Putnamville Correctional Facility

<b>Complaint Type</b>	Phone
<b>Complaint Summary</b>	The offender complained that he was supposed to be off of phone restriction 15 days prior, but could not get staff to recognize his request.
<b>Basis for Claim</b>	02-04-101 Adult Disciplinary Code
<b>Investigative Summary</b>	The Bureau contacted Timothy Phegley, Assistant Supt of Operations at the facility.

<b>Outcome</b>	The offender's restriction was further reviewed and lifted.
<b>Follow-up</b>	No follow-up is necessary as the offender's phone privileges have been restored.

#### **25. Westville Correctional Facility**

<b>Complaint Type</b>	Dental
<b>Complaint Summary</b>	The offender complained that he had put in to see the dentist and had been charged in March.
<b>Basis for Claim</b>	Dental Services Manual
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was seen and treated.
<b>Follow-up</b>	No follow-up is necessary as the offender has received the care needed.

#### **26. Westville Correctional Facility (received 2 of these)**

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complained that he was told by an officer earlier that he would have his property, but he still did not have it.
<b>Basis for Claim</b>	02-01-101 Offender Personal Property
<b>Investigative Summary</b>	The Bureau contacted Dave Leonard at the facility.
<b>Outcome</b>	The offenders received their property. The facility reviewed their procedures in distributing property.
<b>Follow-up</b>	No follow-up is necessary as the offenders have received their property.

## Assists

### 1. New Castle Correctional Facility

<b>Complaint Type</b>	Clothing
<b>Complaint Summary</b>	The offender complained that when he was let out of segregation he only had the clothes he was wearing. He had waited two and a half weeks and submitted clothing requests and a grievance, but had not received any more property.
<b>Basis for Claim</b>	02-01-104 Offender Grooming, Clothing, & Hygiene
<b>Investigative Summary</b>	The Bureau contacted Scott Fitch, Assistant Superintendent at the facility.
<b>Outcome</b>	The offender was found with two sets of clothing and was issued a third set.
<b>Follow-up</b>	No follow-up is necessary as the offender has received the clothing.

### 2. New Castle Correctional Facility

<b>Complaint Type</b>	Food
<b>Complaint Summary</b>	The offender complained that instead of serving biscuits and gravy for breakfast, they were given 1 piece of bread, 1 biscuit, one scoop of peanut butter and applesauce.
<b>Basis for Claim</b>	04-01-301 The Development and Delivery of Food Services
<b>Investigative Summary</b>	The Bureau contacted John Schilling, Director of Contract Compliance.
<b>Outcome</b>	The substitution was correct except for the amount of peanut butter being reduced by half. The extra serving was given for the nighttime meal.
<b>Follow-up</b>	No follow-up is necessary as the issue has been addressed.

### 3. Westville Correctional Facility

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complained that he had been back from a medical trip for six days, but had not received his property.
<b>Basis for Claim</b>	02-01-101 Offender Personal Property
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director.
<b>Outcome</b>	The offender was given all of his property.
<b>Follow-up</b>	No follow-up is necessary as the offender has received his property.

### Follow-up from Previous Months

#### 1. New Castle Correctional Facility - Medical Care

<b>Synopsis:</b>	The offender complained that he has nerve damage, but was removed suddenly from Neurontin, so he is in pain. He was scheduled with the provider to be reevaluated.
<b>30 –day follow- up:</b>	The Bureau contacted Monica Gipson, Healthcare Services Director. He’s been seen and treated by the provider.

#### 2. Plainfield Correctional Facility - Medical Care

<b>Synopsis:</b>	The offender complains that he has been approved for medication for two and a half months, but has not received it. The offender was seen and received appropriate medication.
<b>30 –day Follow-up:</b>	The Bureau contacted Monica Gipson, Healthcare Services Director. The facility improved its process and has not experienced further issues with specialty pharmacy procedures.